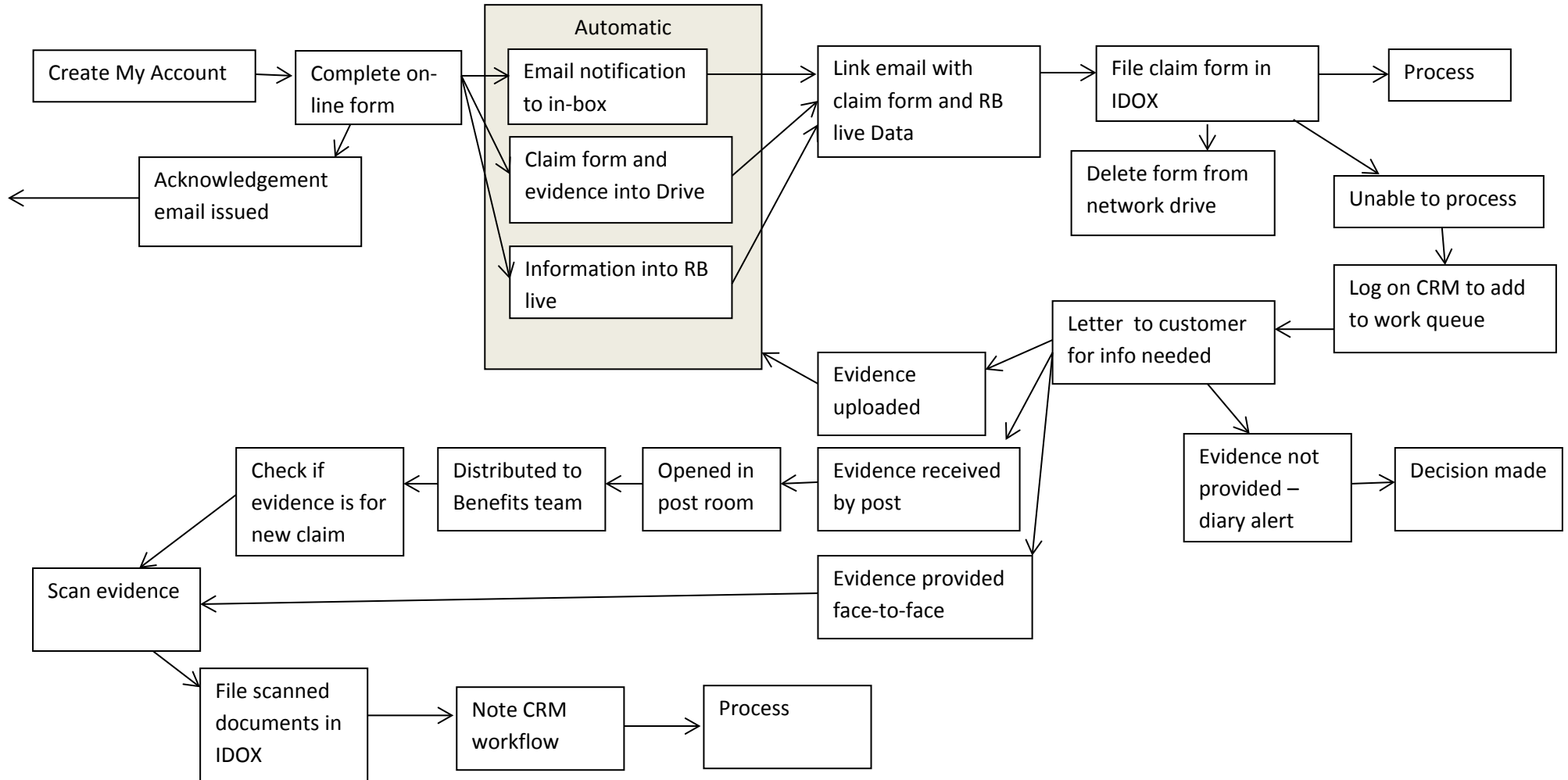


Housing Benefit

On Line New Claim – current process



NB: Spreadsheets used to record work volumes etc.

On Line New Claim – ideal process (potentially facilitated by Information at Work)

